

Training & Technical Services Consultant

Tucson, AZ

\$51,850-\$64,812 Annual Plus Bonus Opportunities

THE POSITION

Our Sigma division (www.gosigma.com), which is located in Tucson, Arizona, develops public sector applicant processing and test management software that is designed to integrate tightly with the employment selection procedures and rules of public agencies of varying size and complexity. Sigma is seeking an enthusiastic, motivated individual to provide professional level software training and technical support to end users in classroom settings and through on-line methods. [Requires up to 50% travel.](#)

KEY DUTIES

Dependent upon assignment, duties may include, but are not limited to, the following:

- Analyze and identify needs of specific customers in preparation for on-site software installations by reviewing customer-supplied documentation and talking to customers' end users and management personnel.
- Pre-configure site-specific aspects of software packages and customer databases.
- Conduct training of end-users in an on-site, hands-on classroom setting; provide follow-up training online through web-based tools; conduct training of site administrators; develop specially configured training datasets for demonstrating particular techniques; research new methods and tools for delivery of end-user support and training.
- Troubleshoot customer problems via telephone or on-line web-based tools; answer end-user's inquiries.
- Advise end-users on suggested ways of using SDSI programs for optimal efficiency and for accomplishing certain objectives.
- Prepare user manuals, informational handouts and other training materials including PowerPoint presentations.
- Assist customer's technical IT staff in installing, configuring and troubleshooting their operating environments in order to run SDSI software.

QUALIFICATIONS

Any combination of education and experience that provides the desired competencies is qualifying.

Education: Bachelor's degree in related field.

Experience: One year of professional experience in training, software development, human resources or related field preferred.

SELECTION PROCESS

Qualified candidates must complete the online application form at: www.cps.ca.gov. Applications will be reviewed for experiences and education. A supplemental questionnaire may be required. Those most qualified may be invited to participate in an oral interview. The selected candidates must successfully complete a background check.

FINAL FILING DATE [Open Until Filled](#)



THE ORGANIZATION

CPS is a self-supporting public agency providing a full range of human resource services to the public and nonprofit sectors. We have unique expertise in delivering HR management and consulting services, employment testing, assessment services, and applicant tracking software to government agencies throughout North America. We assist organizations across the talent management continuum in recruiting, selecting, and developing employees.

BENEFITS Our excellent benefits package includes; health, dental, vision, life, retirement (CalPERS), and many other competitive benefits.

CPS IS AN EQUAL OPPORTUNITY EMPLOYER

To all, regardless of race, color, ancestry, religion, sex, national origin, marital status, age, sexual orientation, mental or physical disability, or perceived disability.



Human Resource Services

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800.822.4277 www.cps.ca.gov